

**May 29, 2023**

**The Manager,  
Department of Corporate Services  
BSE Limited**  
Floor 25, P.J. Towers,  
Dalal Street, Mumbai – 400 001  
BSE Scrip code – [532541]  
Equity ISIN INE591G01017  
Non-Convertible Bond ISIN INE591G08012

**The General Manager,  
Department of Corporate Services  
The National Stock Exchange of India Limited**  
Exchange Plaza,  
Plot No. C/1, G Block, Bandra Kurla Complex,  
Bandra, Mumbai – 400 051  
NSE Scrip code – [COFORGE]

**Sub: Press Release- Coforge ranked joint #2 among IT service providers in customer satisfaction in Whitelane Research’s 2023 UK IT Sourcing Study**

Dear Sir/Madam,

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, enclosed herewith is a press release issued by the Company on the captioned subject, the content of which is self-explanatory.

This is for the information of the Exchange and the Members.

Thanking You,  
Yours Faithfully,

**For Coforge Limited**

**Barkha Sharma  
Company Secretary  
ACS: 24060**

Encl: as above

## Coforge ranked joint #2 among IT service providers in customer satisfaction in Whitelane Research's 2023 UK IT Sourcing Study

- The firm jumped four spots against 2022 and increased its satisfaction score by 4%. The satisfaction score of the firm is 7% higher than the industry average of 72%

**London | Greater Noida, India, May 29, 2023** – [Coforge Limited](#) (NSE: COFORGE), a global digital services and solutions provider has been ranked a **joint second** among IT service providers in customer satisfaction in 'Whitelane Research's 2023 UK IT Sourcing Study. Coforge's customers in the UK have given an overall satisfaction rating of 79%, an increase of 4% from the 2022 study and well above the industry average of 72%.

The 2023 UK IT Sourcing Study, conducted by Whitelane Research in collaboration with PA Consulting, investigated more than 750 unique IT sourcing relationships and 1400 cloud sourcing relationships held by over 300 participants of the top IT spending organizations in the United Kingdom. The research analyzed 27 global and local IT service providers operating in the UK- their performance, customer satisfaction levels, and delivery quality.

Jef Loos, Head of Research, Europe, Whitelane Research said, "Coforge continues to shine in our UK IT sourcing survey. It is a remarkable comeback this year for Coforge and is featured as a joint second among IT service providers in customer satisfaction in the region. This recognition is a testament to the company's relentless focus on providing exceptional services to its customers."

Namrata Ahuja, EVP & Head of Europe, Coforge said, "Coforge is proud to be recognized as a strong contender, ranking joint #2 among IT service providers in the UK. We thank our valued customers for their unwavering support and trust in us. This prestigious recognition is a testament to our exceptional success within the Banking and Financial Services, Insurance, Travel, and Public Sector verticals in the UK. We have consistently demonstrated our leadership by spearheading transformative programs that drive digitalization, optimize IT systems for enhanced reliability, and harness the power of AI and cloud platforms. At Coforge, we remain dedicated to pushing boundaries and delivering unparalleled solutions that meet and exceed the evolving needs of our clients."

Coforge's growth in the Banking and Financial Services and 'Other' verticals were reflected in the customer satisfaction study. Coforge ranked joint third among IT service providers in the financial services category. The satisfaction score of the firm is 8% higher than the industry average of 76%. Coforge ranked sixth among IT service providers in the 'Other' industries category including Energy & Utilities, Transport & Logistics, Retail, and Telecom with a satisfaction score of 2% higher than the industry average of 71%.

The study also evaluated customer satisfaction across core IT domains that include digital transformation, application services, cloud and infrastructure hosting, workplace services, and security services. The firm ranked joint third among IT service providers in the digital



transformation and application services categories. The satisfaction score in digital transformation was 8% higher than the industry average of 78% and 6% higher in the application services' industry average of 74%.

Kishore Krishnan, Global Sales Leader, Coforge said, "The research highlights the top five areas of client investments in the next two years which are automation, simplification and consolidation of IT, migration of core business to the cloud, increase in cybersecurity and cyber resilience and in cost savings. The feedback from our clients validates the firm's strategy that focuses on emerging technologies, domain expertise, and execution capabilities that stand out in the industry and encourages us to do even better in the coming years."

The survey also assessed each organization based on various Key Performance Indicators (KPIs). Coforge has increased its service delivery to last year and is in the top four players in account management capabilities.

### **About Coforge**

Coforge is a global digital services and solutions provider, that leverages emerging technologies and deep domain expertise to deliver real-world business impact for its clients. A focus on very select industries, a detailed understanding of the underlying processes of those industries, and partnerships with leading platforms provide us with a distinct perspective. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration, and Automation technologies to transform client businesses into intelligent, high-growth enterprises. Coforge's proprietary platforms power critical business processes across its core verticals. The firm has a presence in 21 countries with 25 delivery centers across nine countries.

For media queries please contact:

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